



JOB TITLE:	Program Coordinator: Client Advocate (Part-Time)
PAY RANGE:	\$17.18 – \$20.87 per hour (up to 29 hours per week)
REPORTS TO:	Associate Director
	This position is dependent on grant funds.

POSITION INFORMATION

POSITION PURPOSE: The Client Advocate is responsible for implementing grant-funded programs that provide education and awareness on how to understand and manage utility and cell phone bills and to access low-cost internet services for people who are low-income and/or limited English proficient. The program also is intended to help clients lower their gas, electricity, and cell phone bills, help people negotiate payment arrangements, adjust and corrections to bills, avoid disconnection, and assist with reconnection of services. Consumer awareness programs are also provided to help educate clients towards self-advocacy.

PRIMARY RESPONSIBILITIES

- Analyze a wide range of phone, utility, and internet providers to discover potential refunds, savings, special rate promotions, and other opportunities.
- Educate clients on how to read and understand their bills and review bills with clients for errors, anomalies, and overcharges and advise clients of billing errors and make objective, unbiased cost-saving recommendations.
- Assist clients to enroll in cost-saving telecommunications and internet services.
- Conduct an intake and assessment and create individual case files for clients who have a need or complaint regarding their bills.
- Contact phone, utility, and internet companies on behalf of the client and advocate for bill reductions and corrections, payment extensions, and/or enrollment in low-cost programs and services.
- Occasionally, escalate non-resolvable cases to the Federal Trade Commission and the California Public Utilities Commission by completing an online form and working together with the assigned case worker to resolve.
- Follow up with clients to secure bills that demonstrate changes, corrections, and other benefits achieved and maintain data for reporting purposes.
- Maintain contract compliance through effective achievement and tracking of deliverables and outcomes.
- Establish and manage client database with demographic data and create reports.
- Track all services provided and prepare monthly invoices and analytic reports with attendance numbers, units of monthly and year-to-date services provided, demographics, and achievement of deliverables and outcomes.
- Promote the services through writing and releasing public service announcements and social media postings.
- Participate in community events and fairs and conduct special outreach activities and events to promote the program and connect residents to services.
- Conduct community presentations to other community-based organizations to inform them about the services and to establish referral protocol.
- Participate in task forces, coalitions, and other activities to keep updated on trends and to collaborate with other organizations with similar focus.
- Provide consumer education workshops on telecommunication/energy choices and consumer rights and maintain sign-in sheets and pre-and post-test results.

QUALIFICATIONS

- Graduation from community college and/or education and experience necessary to fulfill the job duties.
- Proficiency in computer applications, including Excel, Word, and Outlook, and knowledge of database programs and management.
- Well-presented and businesslike with excellent communication, planning, and organizational skills and attention to detail.
- Ability to manage various tasks at one time and meet deadlines.

- Self-driven, results-oriented, with a positive outlook, and a clear focus on customer service.
- Mature, credible, and comfortable in dealing with representatives from non-profit organizations, private businesses, government agencies, schools, and residents of all ages and backgrounds.
- Self-confident, patient, and able to effectively communicate with the cell phone and utility company representatives for conflict resolution and client advocacy.
- **Bilingual English-Spanish.**
- Must be willing and able to work irregular hours, including weekends, holidays, and evenings, on an occasional basis, as a condition of employment.

APPLICATION PROCESS

This position is open until filled. Please submit a cover letter and resume to Patrisia Gonzalez at Delhi Center, 505 E. Central Ave., Santa Ana, CA 92707, or via email at patrisia@delhicenter.org. For more information, please call Patrisia at 714-481-9625.

Delhi Center is an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to ethnic group identification, race, religion, ancestry, color, creed, sex, marital status, national origin, age (over 40), sexual orientation, medical condition, or physical or mental disability.